



COMMONWEALTH of VIRGINIA

Department for the Aging

Jay W. DeBoer, J.D., Commissioner

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COMMONWEALTH of VIRGINIA

Department for the Aging

Jay W. DeBoer, J.D., Commissioner

MEMORANDUM

TO: Executive Directors
Area Agencies on Aging

FROM: Ellen Nau, Human Services Program Coordinator

DATE: July 27, 2004

SUBJECT: Language Access Resources and Services

In recent days, I have contacted Virginia's Area Agencies on Aging (AAAs) concerning the demand for services for clients with limited English language proficiency. (LEP) During the course of my investigation of LEP services, I discovered the following service providers:

Face to Face Translation Services:

- CTS Language Link – www.ctslanguagelink.com
- International Language Services (ILS) – www.ilsmultilingual.com
- McNeil Technologies, Inc. – www.mcneiltech.com

Telephone Interpretation Services

- Tele-Interpreters On-Call, Inc. – www.Teleinterpreters.com
- Language Learning Enterprises – www.LLE-INC.com
- CTS Language Link – www.ctslanguagelink.com

The above listed service providers are now under contract to provide services for Fairfax County government employees working with LEP clients. By providing a variety

SUBJECT: Language Access Resources and Services
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of contracted service providers, The Office of the Fairfax County Executive acknowledged the unique service delivery methods of the various county agencies. The county reached this service delivery method after conducting a Language Access Survey that gave agency heads and county employees an overview of the challenges and opportunities encountered by employees interacting with LEP clients. An internal web page and training sessions are used to educate county employees on the providers. For more information, contact Angie Carrera, Fairfax County Language Access Coordinator at 703-324-3277.

Another interpretation/translation source used by several Area Agencies on Aging was the Language Line. Contact <http://www.language.com/> to investigate this company's services. Centers of higher learning have been contacted by AAAs to provide interpretation/translation services as well as agency bilingual employees.

COMMONWEALTH of VIRGINIA

Department for the Aging

Jay W. DeBoer, J.D., Commissioner

MEMORANDUM

TO: Executive Directors
Area Agencies on Aging

FROM: Ellen Nau, Human Services Program Coordinator

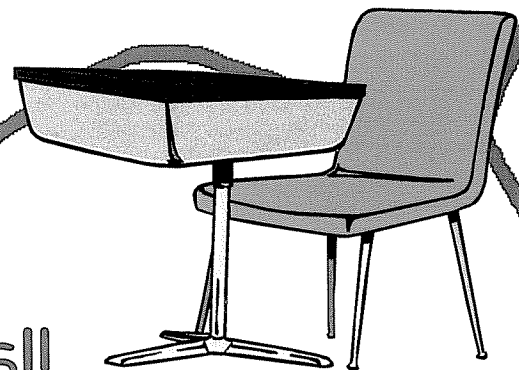
DATE: July 27, 2004

SUBJECT: Safety Programs

The Virginia Department of Fire Programs would like to invite you and your colleagues to a Safety Seminar to be held on August 17th from 9:00 AM to 4:00 PM at the Boys and Girls Club Southwood Unit 1200 Southwood Parkway Richmond, Virginia. Various state and local agencies will be in attendance to present their safety programs, including the State Police, Alcohol Beverage Control Agency, Greater Richmond Chapter of the Red Cross, Virginia Department of Emergency Management and Department of Forestry.

The Safety Seminar is a result of a grant received by the Virginia Department of Fire Programs (VD FP) from the Federal Emergency Management Agency. The goal of the program is to partner with state and local agencies and go into communities across the Commonwealth to increase awareness of state and local programs designed to teach safety issues. This is an exciting opportunity to learn about the many safety programs available to take back to your organization or community. Similar events will be held in seven geographical divisions throughout the Commonwealth.

Please contact Kelli Turner or Jennifer Cole by phone (804/ 371-0220) or via email (kturner@vdfp.state.va.us or jcole@vdfp.state.va.us) with any questions. A tentative schedule, a flier ready for posting in your organization and the Safety Seminar registration form are attached. The Safety Seminar is **free** and **lunch will be provided**. However, you **must return the registration form by Friday, August 6th** to ensure a spot at the event.



GET BACK TO BASICS!!

Join us at the Safety Tour's 1st stop and get *Back to Basics*. You will have the opportunity to learn about state and local safety programs you can take back to your community or organization.

Learn About:

- Playground Safety
- Fire Safety
- Outdoor Fire Safety
- Unintentional Injuries
- Alcohol Safety
- Disaster/Hurricane Preparedness
- Other Great Safety Programs!

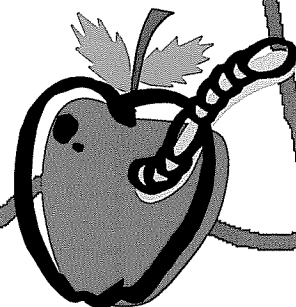
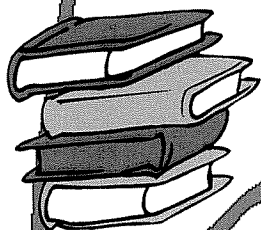
The seminar is **FREE** and lunch will be provided.

Please fax a copy of the registration form to 804/ 371-0219 by August 6th to ensure a spot. Attendees must be registered.

WHEN: TUESDAY, AUGUST 17TH, 2004
9:00 AM – 4:00 PM

WHERE: BOYS & GIRLS CLUB – SOUTHWOOD
1200 SOUTHWOOD PARKWAY
RICHMOND

Safety Door Prizes!!





1ST STOP: BACK TO BASICS

Tuesday, August 17, 2004

9:00 A.M. to 4:00 P.M.

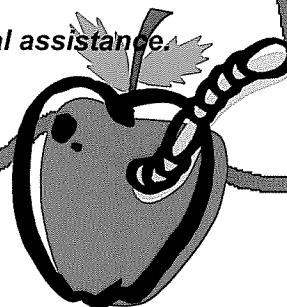
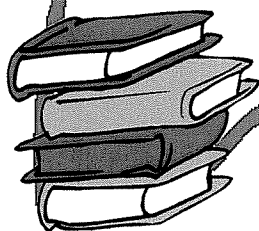
Boys and Girls Club – Southwood

Tentative Agenda



9:00 AM – 9:10 AM	Welcome	Kelli Turner Virginia Department of Fire Programs
9:10 AM – 9:30 AM	None For the Road – OR OTHER ABC PROGRAM	Rohn Brown VA Alcohol Beverage Control
9:30 AM – 10:15 AM	State Police Topics	Greg Hopkins State Police
10:15 AM – 10:30 AM	Coffee Break	
10:30 AM – 10:50 AM	Firewise – Outdoor fire Safety	Fred Turck Department of Forestry
10:50 AM – 11:35 AM	Playground Safety/ Unintentional Injuries	Rhonda Keith Department of Health
11:35 AM – 12:25 PM	Fire Safety	Kelli Turner Virginia Department of Fire Programs
12:25 PM – 1:15 PM	Lunch Provided On-Site	
1:15 PM – 2:00 PM	Disaster/Hurricane Preparedness	Dawn Eishen VA Department of Emergency Management
2:00 PM – 2:45 PM	CERT	Suzanne Simmons Citizen Corps
2:45 PM – 3:00 PM	Coffee Break	
3:00 PM – 3:45 PM	Masters of Disasters	Darcy Howarth American Red Cross Greater Richmond Chapter
3:45 PM – 4:00 PM	Closing	Kelli Turner Virginia Department of Fire Programs

Special thanks to the Boys and Girls Club – Southwood for their logistical assistance.





1ST STOP:

BACK TO BASICS

Tuesday, August 17, 2004

9:00 A.M. to 4:00 P.M.

Boys and Girls Club – Southwood

Seminar Registration Form

REGISTRATION DEADLINE: Please fax this form to VDFP at (804) 371-0219 by *Friday, August 6, 2004.*

Name:
Title:
Organization/Agency:
Mailing Address:
City, State, ZIP Code:
Tel. #:
Fax #:
Email:
Would you like to be added to our mailing list? <input type="checkbox"/> Yes <input type="checkbox"/> No
Will you be joining us for lunch? <input type="checkbox"/> Yes <input type="checkbox"/> No

For More Information:

Please contact Jennifer Cole at jcole@vdfp.state.va.us or visit www.vafire.com.